



CITY OF  
**RIVERSIDE**

**HUMAN RESOURCES  
DEPARTMENT  
2012 Accomplishments &  
Key Future Initiatives**



*City of Arts & Innovation*

# A Message from the Human Resources Director

## **Introduction:**

The enclosed information has been prepared as a summary of the Human Resources Department's accomplishments for 2012. Further, we have identified key future initiatives that will serve as our focus for 2013. We strive to be recognized as a department that exemplifies, "integrity, service and partnership" and can only do so with the valuable contribution of each and every team member. The Human Resources Department also endeavors to achieve and/or facilitate work through established and newly created partnerships, both internal and external. We are highly committed to our work, and excited to bring new achievements to the organization each year that make us a leader in our field through the use of improved technology and systems that increase our effectiveness and efficiency. We look forward to accomplishing great things together in the year ahead!

Sincerely,

Rhonda D. Strout

Human Resources Director

## Mission Statement

*The mission of the City of Riverside's Human Resources Department is to provide highly progressive personnel services as a business partner with City Departments and offer the highest degree of professionalism and integrity to support a workforce that is representative of the community and free of discriminatory practices.*

# INTERNAL DEVELOPMENT

## **2012 Accomplishments:**

- ◆ Provided tools to City departments to help reduce excess vacation accruals by 14,092 hours
- ◆ Completed the review, revision and approval process of fourteen policies from the Human Resources Policies and Procedures Manual
- ◆ Established the Human Resources Executive Subcommittee including department heads representing the six largest City departments to review and discuss policy level human resources items/issues
- ◆ Reviewed the City's Administrative Manual Policies for Human Resources interface
- ◆ Revised the City's Administrative Manual Office Security Policy and participated in review of the Technical Resources Policy and Cell Phone Policy
- ◆ Evaluated the service level and cost effectiveness of the outsourced Unemployment Insurance Administration; determined to bring the function "in house" effective January 2013, while running dual systems in 2012 in preparation for transition saving the City approximately \$8,000 in fees

## **Future Initiatives:**

- ◆ Complete the review and update of the Human Resources Personnel Policy and Procedures Manual
- ◆ Receive anticipated report from CalPERS Audit and implement any recommendations and/or requirements identified

# BENEFITS

## **2012 Accomplishments:**

- ◆ Completed an internal audit of personnel files for non-benefitted employees to ensure compliance with CalPERS requirements
- ◆ In partnership with The Standard, implemented the online Additional Life Insurance enrollment process and eliminated paper form enrollments
- ◆ Conducted the Benefits Consultant Request For Proposal (RFP) and selected the City's Benefits Consultant
- ◆ In coordination with Payroll, assisted in providing documentation necessary to complete an agency audit conducted by CalPERS on the City's records, transactions and processes
- ◆ Successfully rolled-out the 2012 open enrollment process, including implementation of Health Care Reform changes and coordination of five (5) open enrollment sessions and four (4) flu shot clinics
- ◆ Generated the 2011 Annual Benefit Statements and sent to each City Employee in February 2012
- ◆ Administered 307 free flu shots
- ◆ Completed PEPPRA implementation

## **Future Initiatives:**

- ◆ Complete a comprehensive audit and redesign of Benefit Laserfiche files
- ◆ Complete the web-based automated Personnel Action Form (P2) for transfers, demotions and promotions
- ◆ Implement required CalPERS changes effective with the Public Employees' Pension Reform Act (PEPPRA) of 2013
- ◆ Implement additional phases required per the Health Care Reform Act of 2010
- ◆ Revise and adopt Benefit-related Human Resources Policies, including the Retirement, Health/Dental/Vision, and Section 125 Plan (FSA) Policies

# WELLNESS

## **2012 Accomplishments:**

- ◆ Launched the 2nd Citywide Get Fit Challenge and attained successful results with 280 participants and total of 1,969.4 lbs. lost
- ◆ In partnership with Kaiser Permanente, launched and implemented the "Thrive Across America" and the "Maintain Don't Gain" wellness initiatives
- ◆ Received the Fit-Friendly Gold Achievement Award and Workplace Innovation Award from the American Heart Association for promoting employee health and fitness through the City's Wellness Program
- ◆ Achieved a 3% reduction in health insurance premiums from Anthem Blue Cross of as a result of employee participation in Wellness Program activities and initiatives
- ◆ Held 34 Wellness Workshops with a total of 466 participants
- ◆ Hosted the Annual Wellness Fair that included 52 vendors and approximately 500 employees

## **Future Initiatives:**

- ◆ Complete the City hall stairwell project to refurbish and enhance the overall appearance and implement an incentive program to encourage employees to utilize the stairs on a more frequent basis
- ◆ Launch the 3rd Citywide Annual Get Fit Challenge
- ◆ Lead the Workplace Wellness Subcommittee for the Mayor's Fit, Fresh and Fun Forum and develop a workplace model for use by businesses in the community

# WELLNESS

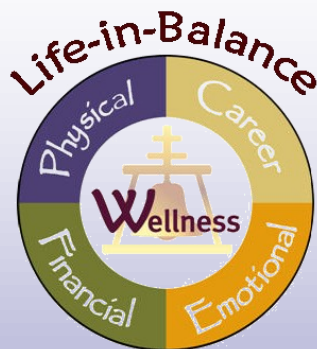
The City of Riverside's Wellness Program offers a variety of tools and resources to help employees live a healthier and happier lifestyle. This program focuses on four elements of wellness: Physical, Career, Financial, and Emotional. Employees are encouraged to join us in the quest for overall wellness!

## Events/Programs:

- ◆ Get Fit Challenge
- ◆ Maintain Don't Gain
- ◆ Stairwell Program
- ◆ Wellness Workshops
- ◆ Annual Wellness Fair

## Employee Benefits:

- ◆ Fitness Discounts
- ◆ Education Discounts
- ◆ Banking Discounts
- ◆ And many more...



# CLASSIFICATION/COMPENSATION, RECORDS

## MANAGEMENT AND BUDGET

### **2012 Accomplishments:**

- ◆ Revised the Position Description Questionnaire by consolidating relevant information and condensing it from a 16-page to a 5-page document
- ◆ Conducted 27 reclassification studies (includes requests from the FY 11-12 budget submittal cycle)
- ◆ Completed 11 external and 17 internal salary/classification surveys
- ◆ Completed 124 class specification actions including additions, deletions and revisions
- ◆ Facilitated quarterly Classification/Compensation Policies training sessions for supervisors and managers through the SMART 1, Key City Policies

### **Future Initiatives:**

- ◆ Develop a comprehensive, cohesive records management system for the Classification and Compensation function including a tracking mechanism and records management for salary surveys and comparison studies
- ◆ Augment the Reclassification Study Analysis Report into a readable and user-friendly narrative format
- ◆ Conduct various salary and benefit surveys in preparation for labor negotiations



# RECRUITMENT/SELECTION

## **2012 Accomplishments:**

- ◆ Upgraded the City's applicant tracking system and online employment application software to NEO GOV
- ◆ Revised Standard Operating Procedures for recruitment and selection functions
- ◆ Processed 1,076 Live scans
- ◆ Received and processed 22,398 employment applications
- ◆ Received an international award from Digital Government and Education Achievement Awards (DGEAA) for the implementation of electronic on-boarding forms in partnership with IT staff
- ◆ Trained over 100 employees on the best practices of serving as an interview panel evaluator
- ◆ Developed and implemented a Proctor's Handbook to ensure consistency of examination administration
- ◆ Developed and implemented a Recruitment File Checklist to ensure accuracy of records retention
- ◆ Developed and implemented the Individual Career Development Plan (succession planning tool)
- ◆ In partnership with the Office of the Mayor, facilitated placements for 590 volunteers who contributed 60,549 hours in 2012
- ◆ Identified and initiated on a trial basis, the use of a new selection tool providing for job match assessment of top candidates which was deemed to be successful and approved for further use and integration into selection processes

## **Future Initiatives:**

- ◆ Revamp the department's approach and practices in testing and selection to ensure job relatedness, objectivity, and fairness in accordance with merit principles
- ◆ Develop and implement an automated employment contract request form
- ◆ Develop and implement an Interviewing Best Practices training class for City employees
- ◆ When feasible, include the City's strategic initiative in employment advertising to attract a highly qualified workforce

# EMPLOYEE RELATIONS

## **2012 Accomplishments:**

- ◆ Created and implemented monitoring system to ensure city-wide discipline is issued in accordance with required timelines
- ◆ Assisted departments with nearly 250 discipline cases to ensure compliance with the disciplinary process while improving employee performance
- ◆ Conducted 37 internal investigations involving allegations of discrimination, retaliation, and workplace violence demonstrating the City's commitment to ensuring a safe and harassment free workplace
- ◆ Effectively assisted City departments in the handling of over 300 cases relating to non-industrial injuries and illnesses and in providing reasonable accommodations to employees in accordance with the ADA and FEHA
- ◆ Successfully partnered with the Internal Audit Division of the Finance Department in analyzing the effectiveness of the FMLA reconciliation tool for time tracking
- ◆ Improved internal procedures in handling the reasonable accommodation process
- ◆ Established an internal process and provided guidelines for departments to address preventable vehicle accident and certification/licensure issues
- ◆ Developed a tracking system for parking assignments in the downtown area and implemented an annual review process

## **Future Initiatives:**

- ◆ Provide workplace violence training to all supervisors and managers
- ◆ Create diary to track dates of future personnel events

# LABOR RELATIONS

## **2012 Accomplishments:**

- ◆ Successfully negotiated a new comprehensive MOU with the Riverside Police Officers' Association General Unit
- ◆ Successfully negotiated a new comprehensive MOU with the Riverside Police Officers' Association Supervisory Unit
- ◆ Successfully met and conferred with labor groups regarding revisions to 15 Human Resources Manual policies
- ◆ Effectively presented an informative Public Employees' Pension Reform Act presentation to all labor groups, executives and department heads
- ◆ Participated in Labor Management Committees with Solid Waste, Public Utilities Electric/Water, Public Utilities Customer Service
- ◆ Resolved 33 grievances including grievances at the informal level which is reflective of the effective relationship and trust the HR department has from both the employee organizations and City management

## **Future Initiatives:**

- ◆ Negotiate a new comprehensive MOU with RPAA
- ◆ Negotiate a new comprehensive MOU with SEIU General Unit
- ◆ Negotiate a new comprehensive MOU with SEIU Refuse Unit
- ◆ Negotiate a new comprehensive MOU with IBEW General Unit
- ◆ Negotiate a new comprehensive MOU with IBEW Supervisory Unit

# WORKERS' COMPENSATION/SAFETY

## **2012 Accomplishments:**

- ◆ Updated and distributed the Medical Provider Network (MPN) to all City employees
- ◆ Developed a list of anti-fraud indicators for establishment of an anti-fraud program
- ◆ Completed Essential Function Job Analyses on five job classifications
- ◆ Revised and Implemented the CalPERS Industrial Disability Retirement Policy
- ◆ Conducted and participated in a comprehensive audit of the Workers' Compensation Function utilizing an outside firm to review efficiency and cost effectiveness

## **Future Initiatives:**

- ◆ Implement the Work Plan developed as a result of the Workers' Compensation audit
- ◆ Develop a procedures manual for the Workers' Compensation Unit
- ◆ Coordinate with the City's Safety Program staff to improve safe practices based on patterns of repetitive injuries to provide a safer environment for employees
- ◆ Establish a formal anti-fraud plan that includes fraud reporting and handling procedures for the City
- ◆ Establish a City-wide Safety Committee to enhance communication and share resources
- ◆ Identify City-wide Safety Training needs on global topics and coordinate implementation
- ◆ Review the Safety function with an outside Safety Professional and implement best practices
- ◆ Begin City-wide safety committee

# TRAINING & DEVELOPMENT

## **2012 Accomplishments:**

- ◆ Launched the newly restructured Set the PACE – Riverside Training certificate program
- ◆ Conducted mandatory Sexual Harassment Prevention Training for 149 managers/supervisors
- ◆ Conducted Diversity Training for 2,458 employees
- ◆ Coordinated voluntary Suspicious Activity Reporting (SARS) Training for 254 employees
- ◆ Created weekly absence reports for Department Directors, resulting in a 13.86% increase in attendance
- ◆ Offered 6 different certificate programs, granting more than 175 certificates of completion
- ◆ Identified a new training location to better accommodate the needs of participating employees

## **Future Initiatives:**

- ◆ Provide on-going training opportunities to all City employees by coordinating the following certificates: SHIELD, SOAR, and SOAR Technology
- ◆ Provide on-going leadership and supervisory skills training to management employees through SMART 1 and 2 certificate programs
- ◆ Publicly recognize Set the PACE – Riverside graduates as the future leaders and decision makers of the organization
- ◆ Continue to explore ways to increase attendance rates and overall certificate completion rates
- ◆ Continue to monitor and improve all training classes so that City employees receive the highest quality training to better accomplish the City's goals and initiatives

# WHO TO CALL IN HUMAN RESOURCES

## **HUMAN RESOURCES ADMINISTRATION**

Director	Rhonda Strout	826-5271
Deputy Director	Jeremy Hammond	826-5259
Employee Relations Officer	Steven Espinoza	826-5921
Sr. Administrative Assistant	Colene Torres	826-5948

## **GENERAL INFORMATION/MAIN LINE**

Front Desk	Megan Hundley	826-5144
Benefits	Benefits Staff	826-5639
Recruitment & Selection	Recruitment Staff	826-2392
Training and Development	Cyndi Penteado	826-5317
Classification	Pia Rose	826-2533
Compensation	Lori Meyers	826-2380
Employee Relations	Adriana Parga	826-2118

## **BENEFITS/WELLNESS**

Team Leader	Miriana Gonzalez	826-2366
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## **HUMAN RESOURCES TECHNOLOGY**

General Information	Mylene Daniels	826-5862
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## **TRAINING & DEVELOPMENT**

General Information	Jennifer Brown	826-5181
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# WHO TO CALL IN HUMAN RESOURCES

## **SPECIAL PROGRAMS**

General Information	Jennifer Brown	826-5181
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## **RECORDS MANAGEMENT, EMPLOYEE TRANSACTIONS, RECORDS MANAGEMENT**

General Information	Colene Torres	826-5948
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## **EMPLOYEE/LABOR RELATIONS**

Function Manager	Steven Espinoza	826-5921
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## **RECRUITMENT AND SELECTION**

Team Leader	Amy Haug	826-5922
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## **SAFETY**

Team Leader	Deisy Ruiz	826-5859
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## **WORKERS' COMPENSATION**

Team Leader	Joann Combs	826-5918
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## **DEPARTMENT RECRUITERS**

Library, Airport, Clerk, Museum,	Alicia Alcaraz	826-5725
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CDD, Parks, Dev, GS		
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Public Utilities, Police, City Attorney	Amy Haug	826-5922
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Police	Dannette Allen	826-5139
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Public Works, CM/Finance	Pia Rose	826-2533
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Public Works, Fire	Kim Lyn	826-5269
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*WORKING TOGETHER TO  
ACHIEVE OUR GOALS!*

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Human Resources Department

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